



FREQUENT USER BOOKING FORM



For Frequent & Ongoing Weekly Users: Commercial Services / Swim Clubs

USER GROUP / PERSON RESPONSIBLE FOR BOOKING

User / Group Name			
Address:		Suburb:	
		Postcode:	
Email:		Phone:	
Person Responsible for	Booking	Name:	Dept or Staff ID:
	Payment	Name:	Dept or Staff ID:

BOOKING DETAILS*

Day of Week						
Time						
# Participants						
# Instructors						
Activities to be undertaken						
Special Requirements						

*additional booking information and/ or complex booking information can be listed below OR using the page overleaf

INSURANCE

Community Aquatics requires evidence of your current Public Liability Policy, with a cover of at least \$20 million.

Public Liability Insurance	Name of Insurer:	Policy #:	Expiry Date:
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QUALIFICATIONS: If required

Community Aquatics requires evidence of your current relevant Qualifications to conduct this activity. Attach copies.

Staff Qualifications to Undertake Activity:	Expiry Date (if any):
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CHECKLIST & DECLARATION

Please tick. Any required documentation not provided will delay the processing of your application

<input type="checkbox"/>	I have attached a copy of my public liability policy.
<input type="checkbox"/>	I confirm the details I have given are correct.
<input type="checkbox"/>	In signing this form, I acknowledge that I have read and accepted the 'User Agreement' attached.
<input type="checkbox"/>	This form is to be returned in-person or sent via email directly to the intended facility - phone or verbal bookings are not accepted

I, _____ (print name) confirm the information stated above is correct and I have read and understood the Terms and Conditions overleaf.

Signature:

Date:

OFFICE USE ONLY

Actioned BY:

Name: _____ Signed: _____ Dated: |__|/|__|/|__|

Entered in Facility Calendar: Date: |__|/|__|/|__| Confirmation Sent to Applicant: Date: |__|/|__|/|__|

Payment Approved for: (circle) **Invoice** OR **Payment on Day of Event**

SPECIAL NOTE: This Booking Form & the Invoice Request Form; are to be submitted via Xero for final invoice to client.

USER AGREEMENT

About us: The **Community Aquatics (CA) Mission Statement** is *“To provide all Community Members with a clean and safe recreation facility, that offers interesting, motivating and effective programs”*. In practical terms, when asked *“What do we do?”*. CA answers with, *“We develop and manage best practice recreation facilities, that offer innovative programs, that make positive impacts on people’s lives”*

The CA website has a range of specific customer policies and program information - www.communityaquatics.com.au. Feedback is appreciated and can be sent via this website or submitted at any facility.

INDEMNITY STATEMENT: The hirer/user will and hereby indemnify and hold Community Aquatics from and against all actions, claims, demands or proceedings which may be instituted against Community Aquatics or its officers, staff and contractors in respect of or arising from any accident, loss, damages or injury to persons or property by reason of any act or omission by the hirer in connection with the equipment hired/ loaned or the activities conducted.

1. It is the hirer/ user’s responsibility to ensure they have written confirmation of their booking and that the details are correct.
2. This User Agreement complements and does not override, nor alter the Community Aquatics Independent Professional Services Charter Policy – available for reading from all facility websites.
3. Management at its sole discretion may request a booking deposit equivalent to 100% of the estimate booking cost.
4. Any cancellations must be notified to the Facility in writing at least 24 hours prior to the booking commencement. Cancellations with less than 24hrs notice will incur; i) for booking not requiring CA staff a \$100 cancellation fee, and, ii) for bookings requiring CA staff a \$100 cancellation fee + staff hours pre-booked for the activity – charged at \$66 per hour. Cancellation fees may be waived at the discretion of the Facility Manager.
5. CA requires sporting clubs, schools, professionals, and other organised groups to hold current professional indemnity and public liability insurance to a minimum value of \$20 million. This is mandatory.
6. Hirer/ User’s, or persons representing them, in any manner, are responsible for all outcomes emanating directly or indirectly from decisions, directions and /or the delivery of services that occurs directly or indirectly from the activities they deliver at the facility.
7. Hirer/ Users insurance must cover the use of equipment, including equipment borrowed from Community Aquatics. Hirers/ Users must request to loan CA equipment in writing. CA does not offer any warranties nor guarantees about the safety of its equipment, and the Hire/ User maintains sole responsibility for ensuring all equipment borrowed is fit for purpose and safe to use.
8. Hirer/Users must show respect and common courtesy for other users/ groups within the facility or persons on premises.
9. Hirer/ Users must be aware of and enforce the Condition of Entry to the facility they are hiring.
10. Hirer/ Users are responsible for the behaviour of all persons attending their function or activity.
11. The Facility Manager will liaise with Hirer/ User representative and advise of allocated area.
12. Hirer/ User representative must ensure all reasonable direction given by CA staff are obeyed.
13. Staff may refuse entry, or direct a person to leave the facility if they believe they are under the influence of alcohol and/or drugs.
14. Smoking and/or Alcohol is not permitted in the facility.
15. Glass is not permitted in the facility.
16. Animals (with the exception of registered guide dogs) are not permitted to enter the facility.
17. If Hirer/ User is not complying with the facility Conditions of Entry, the Facility Manager may direct them to leave.
18. The Hirer/ User will be liable for any costs relating to any damage incurred to the facility, that results from their hire.
19. The Hirer/ User shall ensure all participants leave the facility and leave the area (used) in a clean and tidy condition.
20. All activities must finish on time. Hirer/ Users must allow ‘set-up and pack-up’ within their booking period.
21. Hirer/ Users must sign the attendance register prior to and at the end of each session – located at the facility entrance.
22. Hirer/ Users must be aware of the facility emergency evacuation and risk management plans.
23. Hirer/ Users are responsible for supervision of their participants at all time.
24. Swim Clubs - Each participant must sign-in or pay before entry and enter via the front entrance, a nominated swim club member will ensure all participants leave the facility. No entry is permitted via a ‘back gate’, with prior approval from the Facility Manager.
25. Swim Clubs - The club is entitled to hold meetings outside regular pool hours, however they must notify the Facility Manager prior to meeting. Swim Club is responsible for securing swimming pool at the conclusion of meetings.
26. Swim Club is responsible for the safety of its members during swim club nights and meetings. A copy of qualifications, insurances and risk management plans must be submitted to CA annually.
27. Any incident/s requiring first aid must be reported to the facility staff immediately.
28. CA must approve all promotional and fundraising activities / sales relating to the hire.
29. The Facility Manager must approve the sale of food prior to hire booking.
30. The Facility Manager has the sole discretion to accept / approve a booking. All bookings must support and not conflict with CA policies regarding pool use, and/ or breach any governmental legislative requirements.
31. Most fees and charges are available from the facility website.
32. Due to unforeseen circumstances (e.g. lightning storms, equipment failure) a booking may need to be cancelled, an alternative date may be arranged with the Facility Manager.

Additional booking information and/ or complex bookings details / **Name of Hirer:** _____

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Date:					
Time					
# Participants					
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